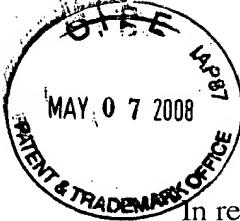


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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

WILLIAM T. ROWSE et al.

Group Art Unit:3629

Serial No.: 09/547,661

Examiner: Jonathan P. Ouellette

Filed: April 12, 2000

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: FMC 1185 PUS (81050169)

STATUS INQUIRY

Commissioner for Patents
U.S. Patent & Trademark Office
P.O. Box 1450
Alexandria, VA 22313-1450

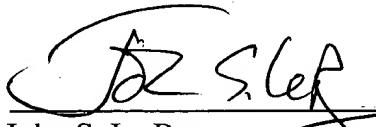
Sir:

Please inform us of the status of the above-identified patent application and as to when we may expect an Office Action from the U.S. Patent and Trademark Office.

Respectfully submitted,

WILLIAM T. ROWSE et al.

By:


John S. Le Roy
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Attorney/Agent for Applicants

Date: May 5, 2008

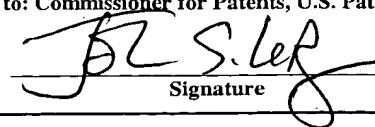
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